



December, 2005

Dear NC NOVA Applicant:

Congratulations, and thank you from the NC NOVA Partner Team for your interest in piloting the special licensure program known as the North Carolina New Organizational Vision Award!

As the name suggests, NC NOVA seeks ***to recognize providers who actively support and empower their direct care workforce.*** Your interest in becoming a pilot site shows you appreciate the essential role direct care workers and other front-line staff play in providing quality long-term care. It also shows your commitment to a culture of balanced workloads, training and career development opportunities for your staff.

The pilot program will let the Partner Team test and refine the expectations, criteria, and application and review process for NC NOVA special licensure designation before the program is implemented statewide for home care agencies, adult care homes and nursing facilities.

Achieving NC NOVA designation will require extra effort. The special licensure model covers a comprehensive set of workplace expectations. Not every applicant—not even the pilot sites—are expected to attain the special designation on the first attempt. NC NOVA is meant to challenge all providers to reach a higher standard and to recognize those who do. Based on initial feedback from several pilot sites, we do, however, expect that every applicant will see meaningful changes as a result of its efforts to implement the NC NOVA criteria.

The Partner Team understands the day-to-day challenges you already face in meeting the long-term care needs of your customers and their families. We know that participating in the NC NOVA pilot program will mean additional work. But with your help, we can develop a statewide program that will mean better workplaces and workers who provide better care.

Once again, congratulations and thank you for your interest in NC NOVA, and good luck in your efforts.

Sincerely,

Susan Harmuth
NC NOVA Project Coordinator
NC NOVA Partner Team